New Haven Home Recovery
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Aug 14, 2014)
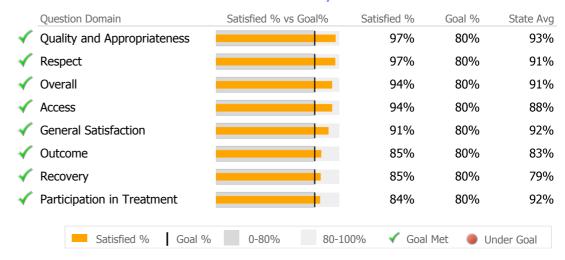
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	151	139	9%	
	Admits	106	89	19%	▲
	Discharges	77	93	-17%	▼
	Service Hours	3,828	4,792	-20%	▼

▲ > 10% Over 1 Yr Ago	▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		151	100.0%

Consumer Satisfaction Survey   (Based on 34 FY13 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		97%	80%	93%
✔	Respect		97%	80%	91%
✔	Overall		94%	80%	91%
✔	Access		94%	80%	88%
✔	General Satisfaction		91%	80%	92%
✔	Outcome		85%	80%	83%
✔	Recovery		85%	80%	79%
✔	Participation in Treatment		84%	80%	92%

Satisfied %		Goal %	0-80%	80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		23	15%	16%
26-34		43	28%	23%
35-44		35	23%	20%
45-54		34	23%	24%
55-64		16	11%	14%
65+				4%

Gender

Gender		#	%		State Avg
Female		148	99%	▲	40%
Male		2	1%	▼	60%

Race

Race		#	%		State Avg
Black/African American		73	48%	▲	17%
White/Caucasian		67	44%	▼	65%
Other		6	4%		14%
Am. Indian/Native Alaskan		3	2%		1%
Multiple Races		2	1%		1%
Asian					1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		116	77%	75%
Hisp-Puerto Rican		25	17%	12%
Unknown		6	4%	6%
Hispanic-Other		3	2%	6%
Hispanic-Cuban		1	1%	0%
Hispanic-Mexican				0%

Unique Clients	State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Ferry Street PILOTS Dev.925555
New Haven Home Recovery
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	292	406	-28%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		6	86%	85%	91%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		6	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		67%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					▢								8%
Discharges												▢	8%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Martha's Place MH CM 925-290
New Haven Home Recovery
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)
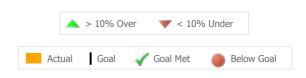
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	105	103	2%	
Admits	91	88	3%	
Discharges	74	91	-19%	▼
Service Hours	625	883	-29%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days	▮▮▮	80	88%	50%	86%	38%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%
Discharges	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%
Services	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 41 Active Outreach & Engagement Programs

Next Steps SupportiveHsg925553
New Haven Home Recovery
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	219	232	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		5	100%	85%	91%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

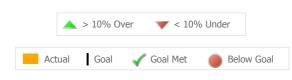■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

NH Fam Prtr Pilot 925-551
New Haven Home Recovery
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
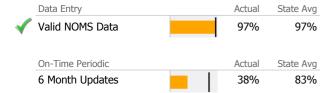Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	27	44%	▲
Admits	14	1	1300%	▲
Discharges	2	2	0%	
Service Hours	2,693	3,271	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		34	87%	85%	89%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		33	89%	90%	93%	-1%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		38%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢	▢				▢	▢	▢		58%
Discharges											▢	▢	17%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual	│ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs